



Maltečiai
mums gera padėti



2021

Survey of
Malteser
volunteering

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Survey of Malteser volunteering

In September 2021 we have initiated a survey of Malteser volunteering.

The aim:

To find out the level of satisfaction of volunteers and the benefits generated by volunteers

Survey groups:

Group leaders, volunteer coordinators, target groups, volunteers

Method of the survey:

Questionnaire

Survey of volunteers

The survey was conducted from October till December, 2021. Malteser volunteers had to respond to questions provided in the questionnaire.

There were **352 volunteers** involved the survey.

Survey of volunteering recipients

The survey was conducted from October till December, 2021. Malteser volunteering recipients had to respond to questions provided in the questionnaire.

There were **316 Malteser volunteering recipients** involved the survey.



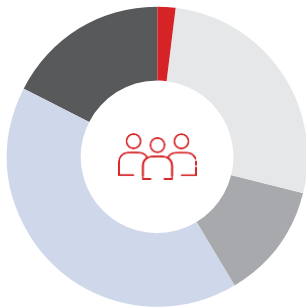


Survey of Malteser volunteers

Survey of Malteser volunteers

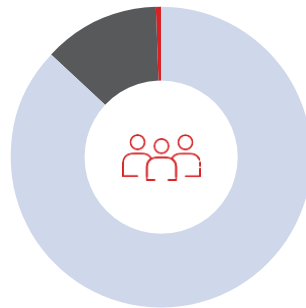
Demographic information of Malteser volunteers

The most active participants in the survey were volunteers **aged 31–64 (41.2 %)**. Majority of respondents were employed women. The second largest group of survey participants were pupils **aged 14–17 (27 %)**. The third group of respondents were seniors **aged 65+ (17.3 %)**.



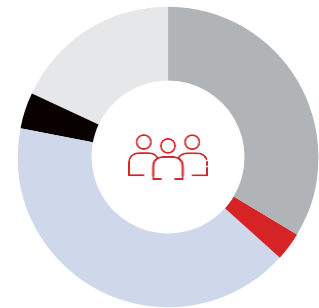
Age group

	Number of respondents	Percent
Younger than 13 years old	7	2.0
14-17 years old	95	27.0
18-30 years old	44	12.5
31-64 years old	145	41.2
65+ years old	61	17.3
In total:	352	100.0



Gender

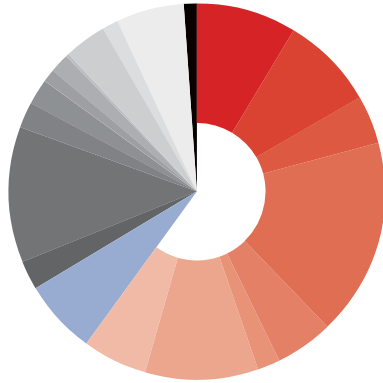
	Number of respondents	Percent
Woman	307	87.2
Man	44	12.5
Other	1	0.3
In total:	352	100.0



Occupation

	Number of respondents	Percent
Pupil	119	33.8
Student	11	3.1
Employee	145	41.2
Unemployed	14	4.0
Retired	63	17.9
In total:	352	100.0





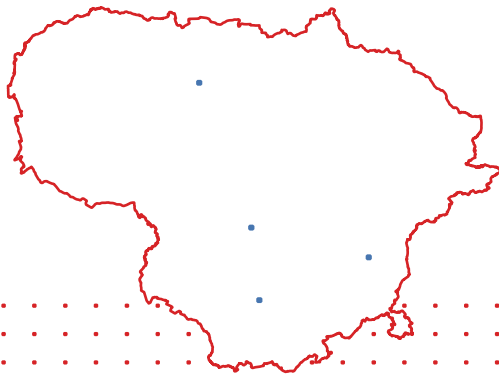
Territorial distribution of volunteers who participated as respondents in the survey

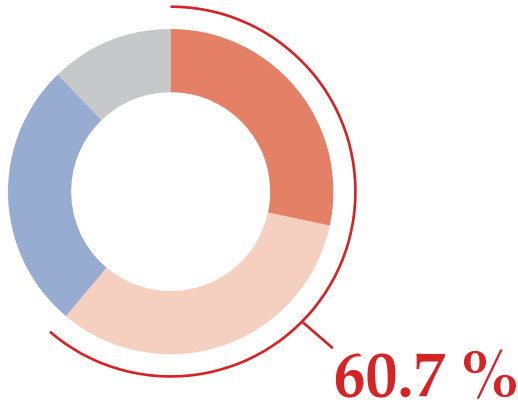
	Number of respondents	Percent
Vilnius	31	8.8
Vilnius reg.	28	8.0
Kaunas	15	4.3
Kaunas reg.	60	17.0
Klaipėda reg.	17	4.8
Šiauliai	7	2.0
Šiauliai reg.	34	9.7
Panevėžys	20	5.7
Panevėžys reg.	22	6.3
Alytus	9	2.6
Alytus reg.	41	11.6
Utena	8	2.3
Utena reg.	8	2.3
Marijampolė	4	1.1
Marijampolė reg.	6	1.7
Tauragė	1	0.3
Tauragė reg.	12	3.4
Telšiai	5	1.4
Telšiai reg.	21	6.0
Online	3	0.9
In total:	352	100.0



The majority of respondent volunteers were **31–64 years old employed women.**

Volunteers from Kaunas Alytus, Šiauliai and Vilnius regions mainly participated as respondents in the survey. Also, there was a great number of volunteers from Panevėžys and Vilnius.





Level of commitment

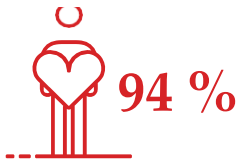
Nearly two thirds of respondents (60.7 %) are active volunteers: one third of them are active once a week (32.5 %) or more than once a week (28.2 %). 26.5 % of respondents spend 2-4 hours a month for volunteering activities. Only 12 % of them are active just few times a year.

How often do you volunteer?

	Number of respondents	Percent
More than once a week	99	28.2
Once a week	114	32.5
2-4 hours per month	93	26.5
Several times a year	45	12.8
In total:	351	100.0
Did not respond	1	
In total:	352	

For how long you are an official Malteser volunteer?

	Responded	Average number
For how long you are an official Malteser volunteer? (In months)	335	53712
For how long you are an official Malteser volunteer? (In years)	335	4.4760



of respondents are Malteser volunteers for an average of four and a half years. Malteser volunteers are known for a long-term commitment. If volunteers are active for more than two months, after this period, they are called long-term volunteers.



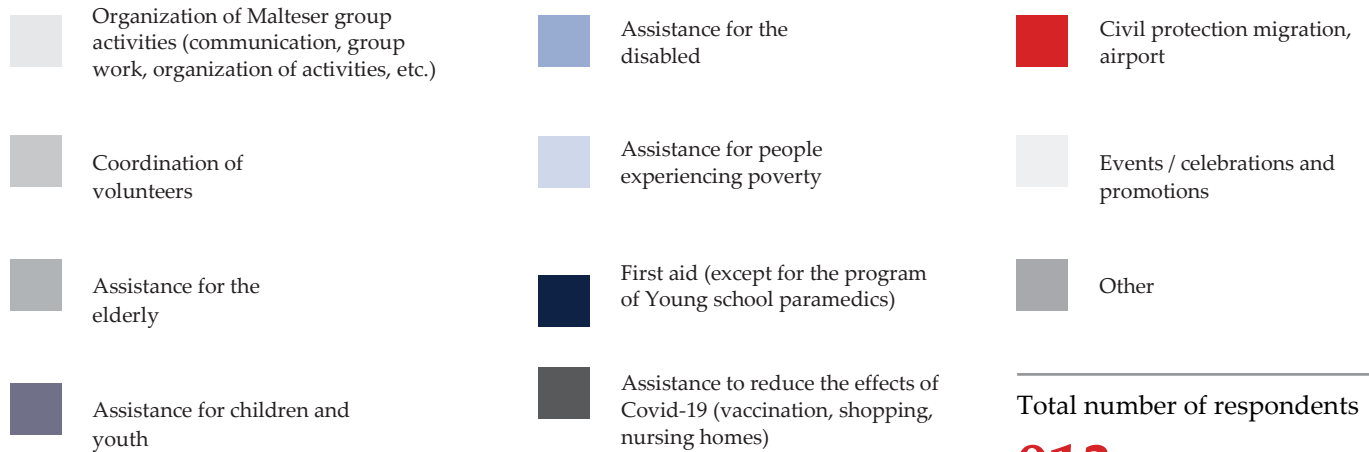
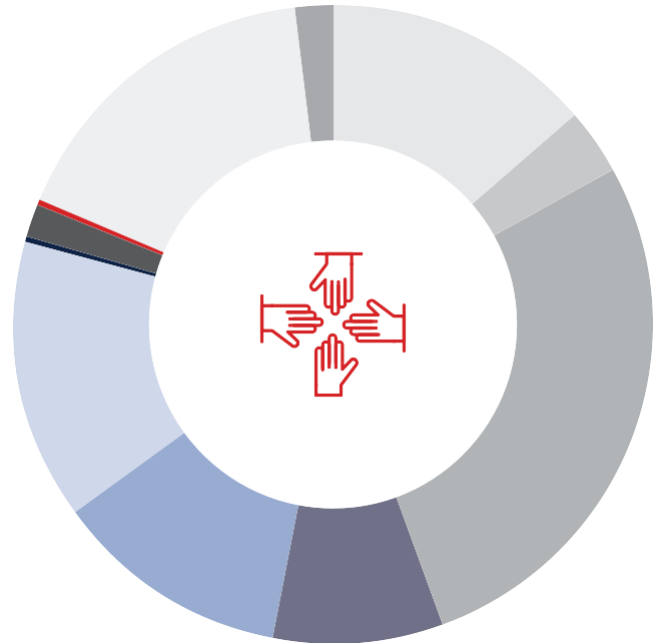
Types of volunteering activities

Volunteers mainly assist for target groups.

Assistance for the elderly (72 %), assistance for people experiencing poverty (37.6 %) and assistance for the disabled (31.3 %) are the leading ones, while assistance for children and youth has slightly lower results (22.1 %).

More than a third of volunteers (43.7 %) contributes to events / celebrations and promotions, as well as organizing Malteser group activities (35.6 %).

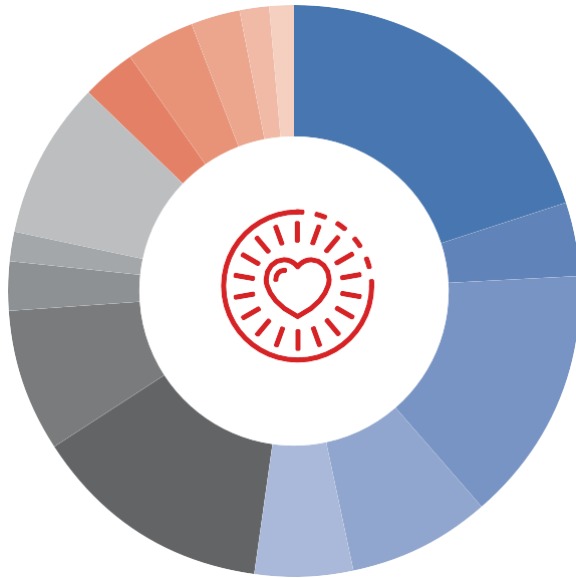
More than 9 % of volunteers are involved in volunteering coordination activities.



Total number of respondents

913



















The most popular volunteering activities in the Order of Malta – visiting the elders (54.4 %), providing warm meals to the elders (39 %) and assistance in organizing various events, campaigns and camps (37.2 %).

The smallest number of volunteers are engaged in professional volunteering, communication activities and youth education.

Total number of respondents

943

- | | | |
|--|---|--|
|  Visiting the elders or home care services |  Assistance in organizing various events, campaigns and camps |  Coordination of volunteers |
|  Relationship-based or skill-based communication with the elders (regular walks, computer training, various activities in health care institutions) |  Collecting, distribution and sorting of clothes |  Search for sponsors |
|  Providing warm meals to the elders |  Activities of logistics (driving, loading) |  Education of youth |
|  Assistance to the disabled, various activities |  Communication activities - information research, article writing, layout, editing |  Professional volunteering (counseling, other activities) |
|  Activities in Malteser children daycare centers |  Organization of Malteser group activities |  Other |



Management of volunteers

According to the survey, **majority of respondent volunteers appreciate the job of volunteer coordinators.** They feel support and receive assistance (87.7 %).

68.4 % of volunteers state that they have been instructed or participated in at least one training / seminar. One third of them say they did not have such an opportunity.



87.7 %



68.4 %

Malteser volunteers have an opportunity to communicate with other volunteers (84.1 %), employees of the organization and target groups (79.9 %).

Volunteers are more likely to recommend the Order of Malta organization for other potential volunteers, when they have an opportunity to interact with the coordinator, when they feel supported and are allowed to communicate with other volunteers, employees and target groups.

In general, majority of volunteers appreciate all these aspects, feel satisfied with the relationship within the organization and would definitely recommend the Order of Malta for volunteering activities.



Would you recommend Malteser volunteering for potential volunteers?

Do you have an opportunity to meet and communicate with employees and target groups during volunteering?

		Do you have an opportunity to meet and communicate with employees and target groups during volunteering?					
		1 Yes, I have such opportunity	2	3	4	5 I do not have such opportunity	In total
Would you recommend Malteser volunteering for potential volunteers?	1	188	44	20	6	2	260
	Yes, of course	89.5 %	67.7 %	47.6 %	42.9 %	14.3 %	75.4 %
	2	11	12	6	0	1	30
		5.2 %	18.5 %	14.3 %	0.0 %	7.1 %	8.7 %
	3	6	3	10	2	0	21
		2.9 %	4.6 %	23.8 %	14.3 %	0.0 %	6.1 %
	4	2	4	3	5	0	14
		1.0 %	6.2 %	7.1 %	35.7 %	0.0 %	4.1 %
	5	3	2	3	1	11	20
	I would not recommend it at all	1.4 %	3.1 %	7.1 %	7.1 %	78.6 %	5.8 %
In total		210	65	42	14	14	345
		100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %



Skills and competences

A large part of volunteers (86.4 %) agrees with the statement that they learn new skills and acquire knowledge through volunteering. Younger respondents (79 %) are more likely to fully agree that they are learning new skills and knowledge compared to the senior group (62 %). However, there are a lot of volunteers from different age groups who agree with this statement.

The major personal and interpersonal competencies developed are: communication, patience, time management (82.9 %). Competences in active citizenship (59.3 %), cultural awareness and expression (33.6 %) are also included.



What skills and competencies can be developed by volunteering activities?

		Age group				
		Under 17 years old	18-30 years old	31-64 years old	65+ years old	In total
What skills and competencies can be developed by volunteering activities?	Personal and interpersonal (communication, patience, time management)	94	42	111	44	291
		92.2 %	95.5 %	77.1 %	72.1 %	
	Cultural awareness and expression	45	29	32	12	118
		44.1 %	65.9 %	22.2 %	19.7 %	
	Literacy (formal and informal oral communication, writing skills, public speaking)	29	14	17	7	67
		28.4 %	31.8 %	11.8 %	11.5 %	
	Digital literacy (use of computer)	9	8	4	1	22
		8.8 %	18.2 %	2.8 %	1.6 %	
	Active citizenship	54	31	94	29	208
		52.9 %	70.5 %	65.3 %	47.5 %	
	Science and technology (use of mathematical and logical skills for calculation and planning)	8	3	4	4	19
		7.8 %	6.8 %	2.8 %	6.6 %	
	Entrepreneurship (idea generation and implementation)	37	18	23	4	82
		36.3 %	40.9 %	16.0 %	6.6 %	
	Other	3	0	3	1	7
		2.9 %	0.0 %	2.1 %	1.6 %	
In total		102	44	144	61	351
The average number of skills		2.7	3.3	2.0	1.7	2.3



Development of cultural awareness and expression competencies is different. Younger volunteers name this competence more often (66 %) than older ones (about 20 %). Young people are also more likely to name entrepreneurial competence (41 % of youth, 16 % of older people and 7% of the age group 65+).

Most respondents, regardless of age group, do not feel that they are acquiring digital literacy skills or developing the necessary competencies.

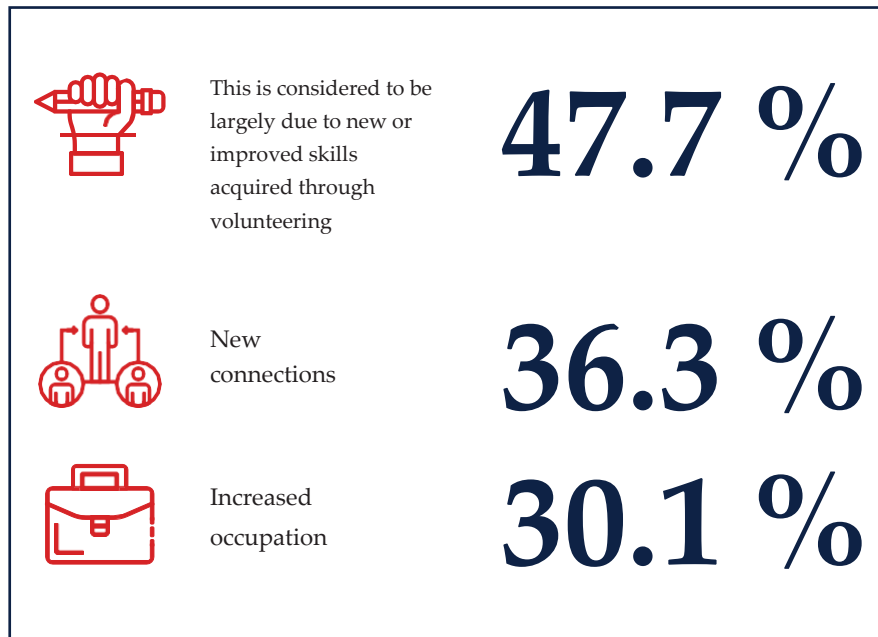
Do you agree with the statement that volunteering can help to learn new skills and gain knowledge?

Age group

		Age group				
		Under 17 years old	18-30 years old	31-64 years old	65+ years old	In total
Do you agree with the statement that volunteering can help to learn new skills and gain knowledge?	1	81	34	101	38	254
	Totally agree	79.4 %	77.3 %	70.1 %	62.3 %	72.4 %
	2	20	5	15	9	49
		19.6 %	11.4 %	10.4 %	14.8 %	14.0 %
	3	1	2	13	5	21
		1.0 %	4.5 %	9.0 %	8.2 %	6.0 %
	4	0	0	6	4	10
		0.0 %	0.0 %	4.2 %	6.6 %	2.8 %
	5	0	3	9	5	17
	Totally disagree	0.0 %	6.8 %	6.3 %	8.2 %	4.8 %
	In total	102	44	144	61	351
		100.0 %	100.0 %	100.0 %	100.0 %	100.0 %



Volunteering and the labor market



The positive assessment of the statement that volunteering contributes to the development of skills for the labor market depends on the age. Younger volunteers (under 17 and 18-30 years old) say that they contribute through new or improved skills (52 % and 71 % respectively), while a larger proportion of older volunteers cannot agree, although there are some who support it (around 40 %). Young people are more likely to see the benefits of volunteering for the labor market. For example, 47 % of them choose networking as an important factor (young people under 17) and 39 % of respondents aged 18-30 (compared with about 30 % of older people). Increased occupation is recognized by 43 % respondents aged 18-30 (compared with 25-35 % of respondents in other age groups).



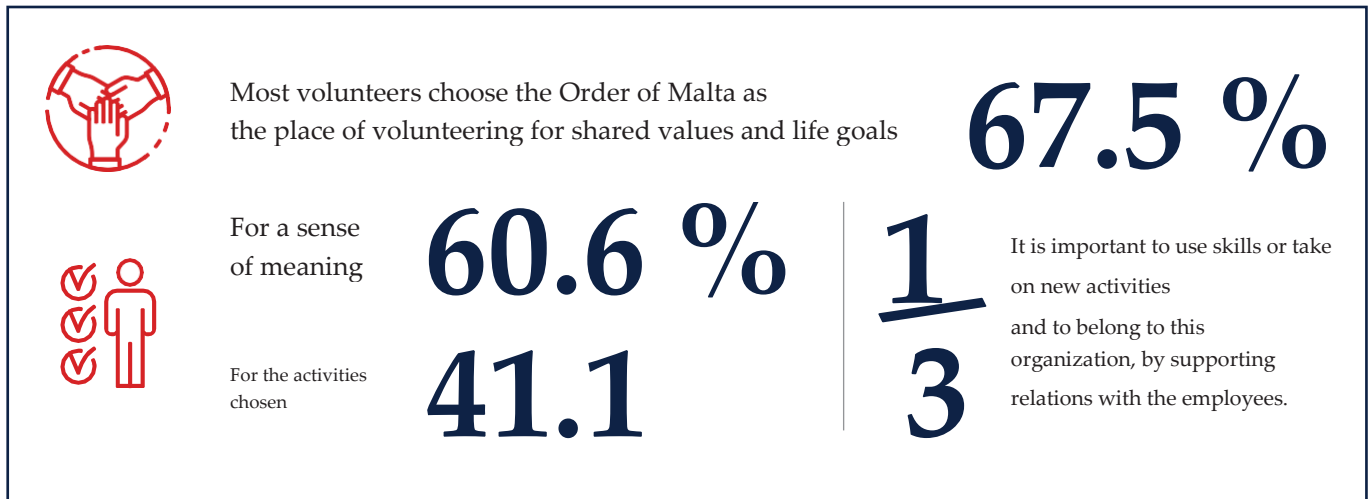
Does volunteering contribute to the skills needed in the labor market?

Age group

		Age group					
		Under 17 years old	18–30 years old	31–64 years old	65+ years old	In total	
Does volunteering contribute to the skills needed in the labor market?	Yes, through the networking	47	17	44	16	124	
		46.5 %	38.6 %	31.0 %	29.1 %		
	Yes, through the new or improved skills	52	31	60	20	163	
		51.5 %	70.5 %	42.3 %	36.4 %		
	Yes, through the increased occupation	25	19	40	19	103	
		24.8 %	43.2 %	28.2 %	34.5 %		
	No, not at all	2	0	14	2	18	
		2.0 %	0.0 %	9.9 %	3.6 %		
	Other	4	5	12	8	29	
		4.0 %	11.4 %	8.5 %	14.5 %		
	In total		101	44	142	55	342



Identification with the organization and motivation



For most respondents, regardless of their age, learning opportunities (ranging from 11.1 % to 28.7 % in different age groups) is not the most important factor. The youngest volunteers (under 17 years of age) say that the key factors are friendship with other volunteers, shared values and life goals. For young people between the age of 18 and 30, the latter factors are as important as communion, but

a sense of meaning and a desire to use skills are more important. For volunteers aged between 31 to 64, communion is particularly important, as well as the sense of meaning. The other factors are not so important. For senior volunteers over the age of 64, employment and activities are a key factor. The sense of community, shared values and goals come in second and third places.



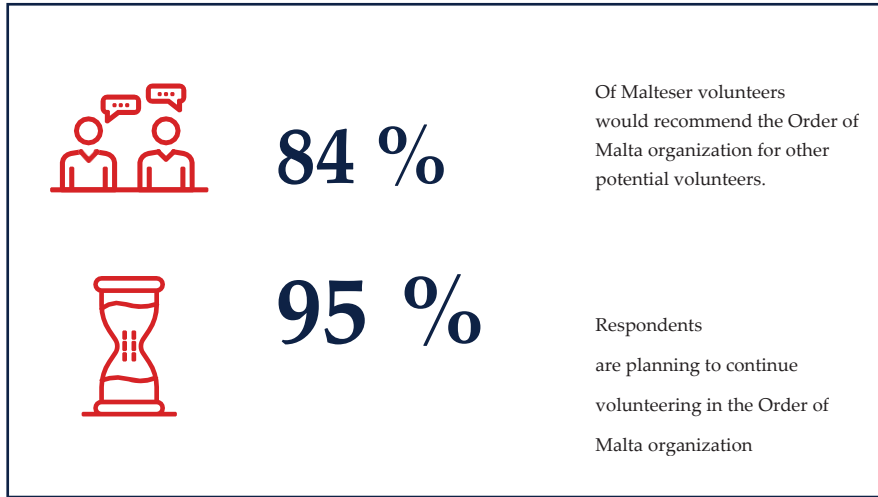
Why it is important for you to be a Malteser volunteer?

Age group

		Age group				
		Under 17 years old	18–30 years old	31–64 years old	65+ years old	In total
Why it is important for you to be a Malteser volunteer?	For communion with other volunteers	78	24	64	34	200
		77.2 %	54.5 %	44.4 %	57.6 %	
	For belonging to this organization and relations with employees	27	11	37	26	101
		26.7 %	25.0 %	25.7 %	44.1 %	
	For shared values and life goals	69	26	108	32	235
		68.3 %	59.1 %	75.0 %	54.2 %	
	For various activities and occupation	44	21	41	37	143
		43.6 %	47.7 %	28.5 %	62.7 %	
	For the sense of meaning	52	30	102	27	211
		51.5 %	68.2 %	70.8 %	45.8 %	
	For learning opportunities	29	10	16	7	62
		28.7 %	22.7 %	11.1 %	11.9 %	
	For willingness to use skills or take on new activities	56	26	33	13	128
		55.4 %	59.1 %	22.9 %	22.0 %	
	Other	2	1	1	0	4
		2.0 %	2.3 %	0.7 %	0.0 %	
In total		101	44	144	59	348



Satisfaction with volunteering



Are you planning to continue volunteering in the Order of Malta organization?

	Number of respondents	Percent
Yes	99	28.2
No	114	32.5
Maybe	93	26.5
Other	45	12.8
In total:	351	100.0
Did not respond:	1	
In total:	352	



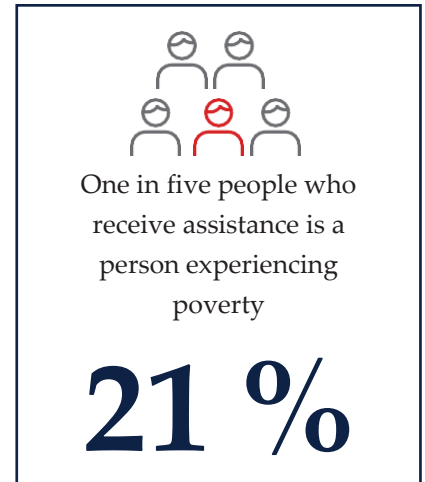


Survey of Malteser volunteering recipients

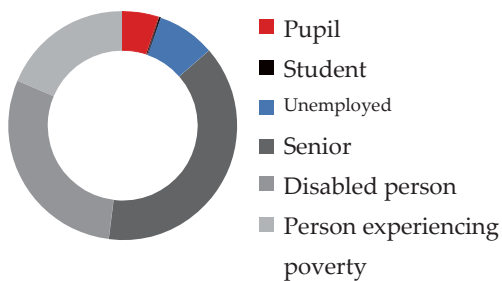


Survey of Malteser volunteering recipients

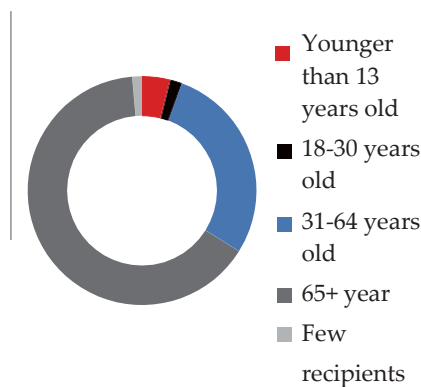
Demographic information of Malteser volunteering recipients



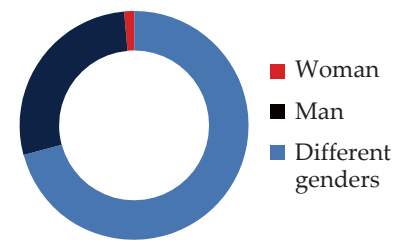
Your status:



Your age



Gender



Your status:

	Responded	Percentage of responses	Percentage of respondents
Pupil	18	5.1 %	5.7 %
Student	1	0.3 %	0.3 %
Unemployed	30	8.5 %	9.5 %
Senior	136	38.3 %	43.2 %
Disabled person	104	29.3 %	33.0 %
Person experiencing poverty	66	18.6 %	21.0 %
In total:	355	100.0	112.7 %

Age group

	Number of respondents	Percent
Younger than 13 years old	13	4.1
18–30 years old	5	1.6
31–64 years old	90	28.5
65+ years old	204	64.6
Few recipients	4	1.3
In total:	316	100.0

Gender

	Number of respondents	Percent
Woman	224	70.9
Man	88	27.8
Few recipients	4	1.3
In total:	316	100.0





70.9 %

The majority of the survey participants were women of retirement age (65+) (70.9 %). Nearly one third of volunteering service recipients are disabled or in poverty between the ages of 31 and 64.

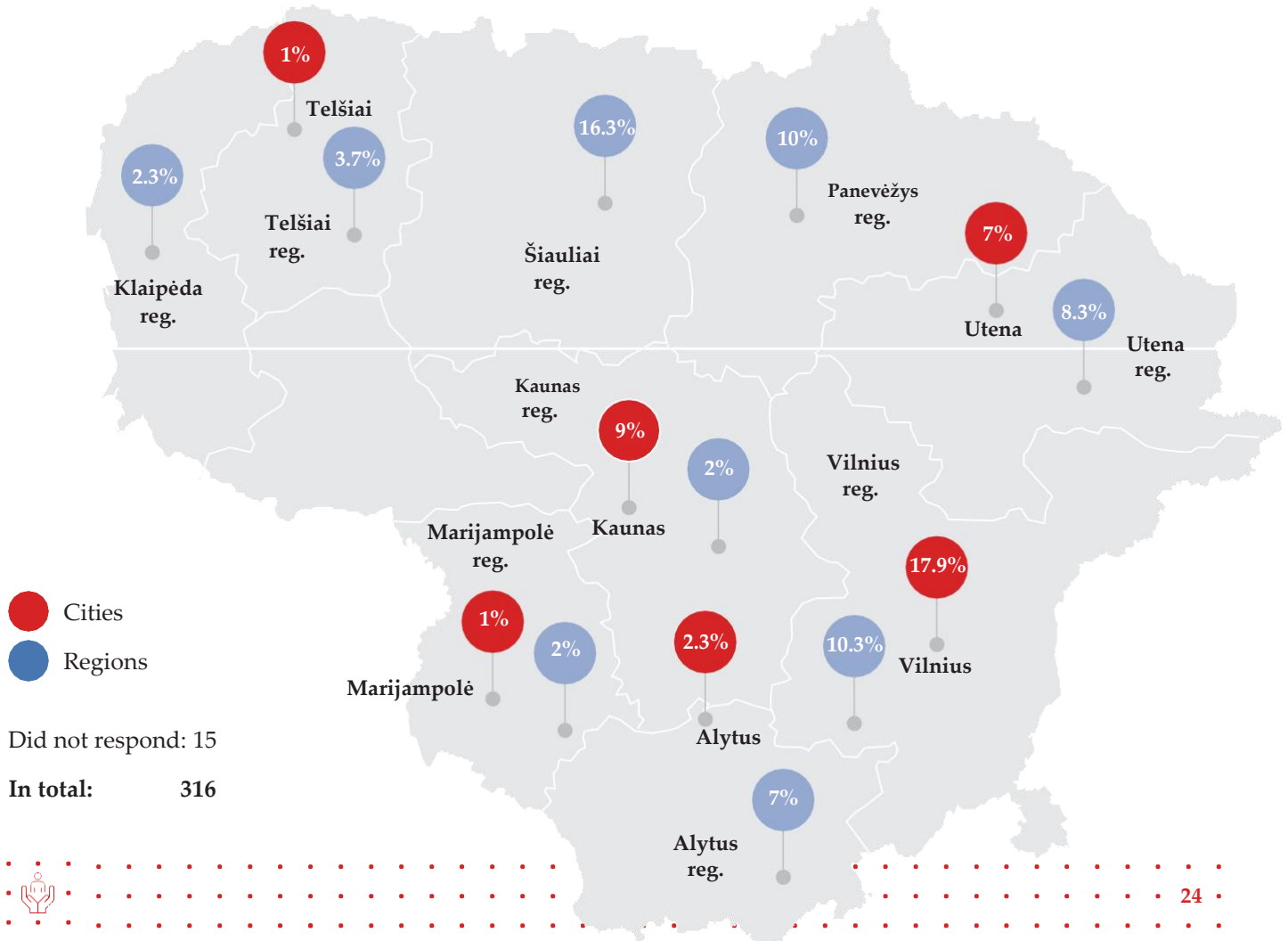
		Your status					Total	
		Age group						
Your status:		Younger than 13 years old	18-30 years old	31-64 years old	65+ years old	Few recipients		
		Your status:	Pupil	13	1	4		0
100.0 %	20.0 %			4.4 %	0.0 %	0.0 %		
Student	0		0	0	1	0	1	
	0.0 %		0.0 %	0.0 %	0.5 %	0.0 %		
Unemployed	0		1	21	7	1	30	
	0.0 %		20.0 %	23.3 %	3.4 %	25.0 %		
Senior	0		0	7	126	3	136	
	0.0 %		0.0 %	7.8 %	62.1 %	75.0 %		
Disabled person	0		3	41	56	4	104	
	0.0 %		60.0 %	45.6 %	27.6 %	100.0 %		
Person experiencing poverty	0		0	27	39	0	66	
	0.0 %		0.0 %	30.0 %	19.2 %	0.0 %		
In total			13	5	90	203	4	315





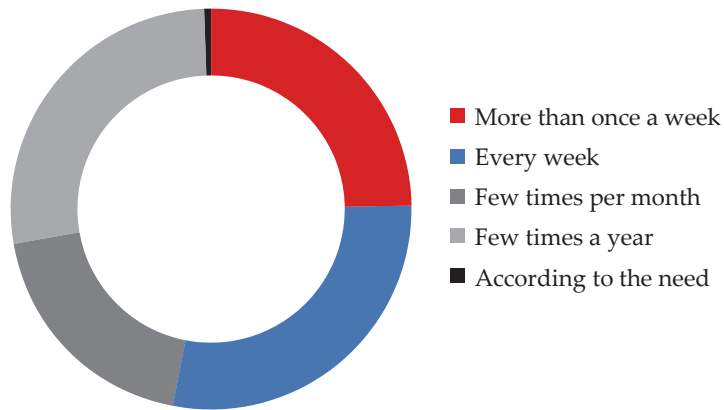
Respondents from Šiauliai, Panevėžys and Kaunas regions, as well as from Vilnius and Utena participated in the survey.

Residential city



Intensity of volunteering activities

Intensity of volunteering activities provided by Malteser volunteers is different. More than half of volunteering recipients receive assistance from Malteser volunteers every week or often (53.2 %). Almost a third of them – several times a year (27.2 %), every fifth – several times a month.



How often do you receive assistance from Malteser volunteers?

	Number of respondents	Percent
More than once a week	77	24.7
Every week	89	28.5
Few times per month	60	19.2
Few times a year	85	27.2
According to the need	1	0.3
In total:	312	100.0
Did not respond	4	
In total:	316	



Satisfaction with the assistance provided by volunteers

88.9 %

The majority (88.9 %) of respondents are satisfied for the assistance provided by Malteser volunteers.

86 %

The majority (86 %) of recipients agree that volunteers take into account their wishes and suggestions.

Are you satisfied for the assistance provided by Malteser volunteers?

Do volunteers take into account your wishes and suggestions?

		Do volunteers take into account your wishes and suggestions?					In total
		1 totally agree	2	3	4	5 totally disagree	
Are you satisfied for the assistance provided by Malteser volunteers?	1 (very satisfied)	208	30	5	3	2	248
		94.5 %	61.2 %	26.3 %	30.0 %	13.3 %	79.2 %
	2	9	11	9	1	0	30
		4.1 %	22.4 %	47.4 %	10.0 %	0.0 %	9.6 %
	3	1	6	4	1	1	13
		0.5 %	12.2 %	21.1 %	10.0 %	6.7 %	4.2 %
	4	0	2	1	3	0	6
		0.0 %	4.1 %	5.3 %	30.0 %	0.0 %	1.9 %
	5 (very dissatisfied)	2	0	0	2	12	16
		0.9 %	0.0 %	0.0 %	20.0 %	80.0 %	5.1 %
In total		220	49	19	10	15	313
		100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %



The volunteer 's relationship with the service recipient

91.1 % **83.1 %**

The majority (91.1 %) of service recipients agree that Malteser volunteers communicate politely and kindly.

The majority (83.1 %) of service recipients state that volunteers focus on interpersonal communication. However, one in ten of respondents feel that volunteers do not devote enough time for communication.

Has the quality of your life changed since you started receiving assistance from Malteser volunteers?

Do volunteers communicate with you politely and kindly?

		Do volunteers communicate with you politely and kindly?					In total	
		1 totally agree	2	3	4	5 totally disagree		
Has the quality of your life changed since you started receiving assistance from Malteser volunteers?	1 totally agree	199	10	4	1	0	214	
		76.8 %	43.5 %	66.7 %	33.3 %	0.0 %	69.0 %	
	2	44	10	0	0	1	55	
		17.0 %	43.5 %	0.0 %	0.0 %	5.3 %	17.7 %	
	3	13	3	1	0	2	19	
		5.0 %	13.0 %	16.7 %	0.0 %	10.5 %	6.1 %	
	4	2	0	1	2	5	10	
		0.8 %	0.0 %	16.7 %	66.7 %	26.3 %	3.2 %	
	5 totally disagree	1	0	0	0	11	12	
		0.4 %	0.0 %	0.0 %	0.0 %	57.9 %	3.9 %	
	In total		259	23	6	3	19	310
	In total		100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %

Quality of life

86.7 %

Majority of service recipients (86.7 %) state that their quality of life has changed after they started receiving assistance from Malteser volunteers.

Service recipients who feel that volunteers take their wishes and suggestions into account, take enough time for communication

and do it politely and pleasantly are more likely to enjoy an improved quality of life. They are also more satisfied with their quality of life and would recommend this organization for others.

In general, majority of respondents appreciate all these aspects, are satisfied for the relationship with volunteers and would definitely recommend the Order of Malta for volunteering activities.

Has the quality of your life changed since you started receiving assistance from Malteser volunteers?

Do volunteers take enough time to communicate with you?

		Do volunteers take enough time to communicate with you?					In total
		1 totally agree	2	3	4	5 totally disagree	
Has the quality of your life changed since you started receiving assistance from Malteser volunteers?	1 totally agree	165	27	9	10	3	214
		83.3 %	45.8 %	50.0 %	45.5 %	23.1 %	69.0 %
	2	24	24	6	1	0	55
		12.1 %	40.7 %	33.3 %	4.5 %	0.0 %	17.7 %
	3	6	7	3	3	0	19
		3.0 %	11.9 %	16.7 %	13.6 %	0.0 %	6.1 %
	4	2	1	0	5	2	10
		1.0 %	1.7 %	0.0 %	22.7 %	15.4 %	3.2 %
	5 totally disagree	1	0	0	3	8	12
		0.5 %	0.0 %	0.0 %	13.6 %	61.5 %	3.9 %
In total		198	59	18	22	13	310
In total		100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %



Belonging to the community of Maltesers

76.4 %

Majority of service recipients (76.4 %) state that there were introduced with Malteser activities and values. However, more than a fifth of service recipients feel insufficiently informed or not informed at all.

92.6 %

Even 92.6 % of service recipients would recommend services of Malteser volunteers to others.

Service recipients who know everything about Malteser activities and values are more likely to recommend services of Malteser volunteers to others.

Would you recommend services of Malteser volunteers to others?

Were you informed about Malteser activities, goals and values?

		Were you informed about Malteser activities, goals and values?					In total
		1 totally agree	2	3	4	5 totally disagree	
Would you recommend services of Malteser volunteers to others?	1 totally agree	181	39	24	4	6	214
		97.8 %	76.5 %	61.5 %	36.4 %	26.1 %	69.0 %
	2	3	10	7	4	8	55
		1.6 %	19.6 %	17.9 %	36.4 %	34.8 %	17.7 %
	3	1	1	1	1	0	19
		0.5 %	2.0 %	2.6 %	9.1 %	0.0 %	6.1 %
	4	0	1	3	0	2	10
		0.0 %	2.0 %	7.7 %	0.0 %	8.7 %	3.2 %
	5 totally disagree	0	0	4	2	7	12
		0.0 %	0.0 %	10.3 %	18.2 %	30.4 %	3.9 %
In total		185	51	39	11	23	310
In total		100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %



Conclusion

The largest group of survey respondents belong to the age group of 31–64 (41.2 %). The majority of respondents are employed women. The most important motivating factors for this age group are **communion and a sense of meaning**, while other factors are not so important.

The second largest group of survey respondents were pupils aged 14–17 (27 %). The youngest people under 17 years old say that the key factors are **friendship with other volunteers, shared values and life goals**. Volunteers from this age group recognizes that **volunteering help them learning new skills**. They also **see a link between volunteering and the labor market through networking**, since it can be beneficial in the labor market.

For the third largest age group of volunteers (17.3 %) - senior volunteers (over 65 years old) the main factor determining their decision to volunteer is **occupation and activity**. Community, shared values and goals come in second and third places.

For young volunteers (aged 18 to 30), the most important thing **is a sense of meaning and a desire to use their skills**.

41.2 %



Women of 31–64 years old

27 %



Pupils of 14–17 years old

17.3 %



Volunteers over 65 years old





60.7 %

Active volunteers

Assistance for target groups

Assistance for the elderly

72 %

Assistance for people experiencing poverty

37.6 %

Assistance for the disabled

31.3 %

Assistance for children and youth

22.1 %



87.7 %

Appreciate the job of volunteer coordinators

Almost two-thirds of respondents (60.7 %) confirmed that they are active Malteser volunteers. Malteser volunteers have a long-term commitment to the organization (over 4 years or more).

Usually, volunteers provide assistance for target groups: the elderly (72 %), people experiencing poverty (37.6 %), disabled people (31,3 %), children and youth receive less assistance (22.1 %).

More than a third of volunteers (43.7 %) provide their assistance in organizing various events and celebrations as well as organizing Malteser group activities (35.6 %).

Malteser volunteers can make new connections with **other volunteers (84.1 %), organization employees and target groups (79.9 %).**

Majority of respondents appreciate the job of Malteser volunteer coordinators. They feel supported and receive necessary help (87.7 %). Volunteers who interact with the coordinator, feel support and receive necessary help, who can meet and communicate with organization employees, other volunteers and target groups are more likely to recommend the Order of Malta organization for other potential volunteers.



The majority of volunteers (86.4 %) agrees with the statement that volunteering teaches new skills and knowledge. Mostly recognized personal and interpersonal competencies that are developed through volunteering: **communication, patience and time management (82.9 %).**

Majority of volunteers (59.3 %) also appreciate a competence of active citizenship.

Almost 95 % of respondents agree that volunteering provides advantages in the labor market. It is believed that this is mainly due to new or improved skills (47.7 %), communication (36.3 %), and increased occupation (30.1 %).

Almost 95 % of current Malteser volunteers are planning to continue their volunteering in the organization.

Majority of volunteering recipients involved in the survey were older women (65+ years old) (70.9 %).

More than half of volunteering recipients receive assistance from Malteser volunteers once a week or more (53.2 %).

Service recipients who feel that volunteers take into account their wishes and suggestions, spend enough time to communicate and do it politely and kindly, are more likely to enjoy the improved quality of life. In this way, they would recommend Malteser volunteering services to others (92.6 %).



86.4 %
of volunteers learn
new skills and gain
knowledge



95 %
think that volunteering
experience
provides advantages in the
labor market



70.9 %
recipients of volunteering
services
are women of retirement
age



92.6 %
would recommend
Malteser volunteering
services to others





Maltiečiai

2022